



ECC Management Board Meeting Packet – 5/14/2025



Charlottesville-UVA-Albemarle County
Emergency Communications Center
2306 Ivy Rd.
Charlottesville, VA 22903

Print date: 5/7/2025



4.1

Productivity Report

Due to staff illness, the 2025 Q1 productivity report was unavailable as of the print date.

This information will be included in the meeting materials for the August Regular Meeting of the ECC Management Board, and in the interim will be available upon request. Many workload and productivity metrics are also available on the CUA911 performance dashboard, at cua911.gov/performance.



4.2

Finance and Budget Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Lily Gregg, Interim Executive Director

From: Josh Powell, Deputy Director-Support Services

Date: May 7th, 2025

Subject: FY2025 Budget Snapshot

All amounts are current as of May 6, 2025, as reported in and sourced from the Albemarle County Financial Transaction Files and AADR report.

FY2025 Budget Snapshot

Department	Current Budget*	Actual Expenditures**	Encumbrances	Balance	% Expended
32110 - ECC-Operations	\$10,238,673	\$7,771,932	\$258,939	\$2,207,801	78.4%
32120 - Regional Emergency Mgmt	\$450,455	\$399,087	\$21,713	\$29,655	93.4%
32130 - 800 MHZ Operations	\$348,643	\$151,473	\$688	\$196,482	43.6%
Grand Total	\$11,037,771	\$8,322,493	\$281,341	\$2,433,938	77.9%

* Includes supplemental appropriations, if applicable.

** Does not include pending transactions (e.g. scheduled check payments, purchase card payments not yet reconciled).



4.3

Technology and Building Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Josh Powel, Acting Clerk of the Board
From: Lily Gregg, Interim Executive Director
Date: April 30, 2025
Subject: ECC Technology Report

Executive Summary

The information technology department within the ECC is leading or participating in multiple ongoing technical projects for the ECC and the Region. The major projects include Regional P25 Project, Public Safety Software Optimization, and ongoing system updates. A full list of projects with a brief scope and current status for each is contained below.

Call Handling Equipment Upgrades Budget: N/A Funded: Currently Unfunded. FY26 Request	Scope: Upgrade or replace current Call Handling Equipment at the end of its maintenance cycle. Status: The current Call Handling Equipment is in year three of a five-year maintenance cycle. In preparation for upgrade or replacement, the ECC Technology Committee has been participating in demos of the latest CHE offerings. These cloud-based solutions offer flexibility and fully integrated translation and transcription services. Funding has been requested for FY26.
Datacenter Infrastructure Replacement Budget: N/A Funded: Currently Unfunded. FY26 Request.	Scope: Current infrastructure vendor was recently acquired and transitioned to a subscription-based licensing model. This new model drastically increased costs and prompted a review of alternative options. All virtual computing and storage infrastructure will be replaced. Status: Options are being reviewed, and cost estimates are being acquired. Funding has been requested for FY26.
Automatic Call Distribution – Ringdown Budget: \$5,964.00 Funded: FY25	Scope: Transition current call flow to an ACD system. Calls will ring directly to individual consoles based on assigned roles and will only ring to multiple consoles if they exceed a defined overflow threshold. This change reduces the overall noise level in the room and reinforces the importance of answering promptly and consistently. Status: Cutover was originally planned for April 10 th but has been postponed as the vendor fine tunes the programming and testing plan. A new cutover date is to be determined.
PC and Monitor Replacement Budget: \$75,000.00 Funded: FY25 6 month duration	Scope: Replace all end of life, out of warranty computers and monitors. This cycle includes Computer Aided Dispatch computers and all monitors at each dispatch console. Some monitors (phone and radio) will be upgraded to touch screens. Status: All replacement equipment for the primary and backup centers has been purchased. Configuration and installation are ongoing and will be completed by July.
Fire/EMS Reporting Software Budget: \$46,463.99	Scope: The contract for the current software solution expires in 2025. This presents an opportunity to explore a replacement system with enhanced capabilities and will coincide with transitioning to new reporting standards.



Charlottesville-UVA-Albemarle County Emergency Communications Center



Funded: Currently Unfunded. FY26 Request.	Status: A group of operational and technical SMEs from ACFR and CFD continue to meet to plan for the upcoming transition from NFIRS reporting to NERIS. Quotes have been obtained for new Fire/EMS reporting software, and replacement will be complete by Spring of 2026. Funding has been requested for FY26.
Public Safety Software Budget: N/A Funded: Currently Unfunded	Scope: ECC continues to optimize the current Public Safety Software platform. Status: Enhancements to the records platform are still being discussed with the provider. An update to include timelines and costs is expected soon.
Regional P25 Project Budget: \$18,808,000 Funded: FY16 8 year duration	Scope: Replace end of life Motorola 800 MHz SmartZone radio system infrastructure with L3Harris P25 system. Status: A formal change order will be presented to the vendor to implement changes for GPS and achieve final system acceptance. Project funds initially budgeted for a hole filler were utilized to purchase a UTV. The UTV will be used to deploy portable repeaters during incidents where improved radio coverage is required. It will be used to access remote tower sites in instances where roads have become impassable due to bad weather.
Email Services Budget: \$21,400 Funded: FY 23 3 month duration	Scope: Transition from County provided email services to ECC owned services. ECC to procure independent licensing, hosting, and email addressing. Status: Cutover to the new services has been completed.
Cloud Phone System Budget: \$5,000 Funded: FY 23 3 month duration	Scope: Transition administrative office wire lines to flexible cloud-based solution. Status: Licensing has been procured. Configuration and implementation will be initiated in the coming weeks now that email implementation has been completed.
Rave Smart911 and Links Budget: \$28,000 Funded: FY 23 3 month duration	Scope: Implement Smart911 safety profile capabilities for community members to be able to provide information to 911 call-takers. Implements Links to automatically send proximity-based alerts to specific recipients based on call types. Status: Installation and testing of the Smart911 interface has been completed. Initiatives to inform community members about the capabilities will be kicked off in the coming months. Installation of Links is complete and initial testing is underway. Collaboration to decide recipients and triggers will begin once testing is complete.



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Josh Powell, Acting Clerk of the Board
From: Lily Gregg, Interim Executive Director
Date: April 30, 2025
Subject: ECC Building Report

Executive Summary

Along with managing the technical systems for the ECC and the region, the information technology department helps oversee required maintenance or repairs for the building. Interior issues are serviced by City of Charlottesville Facilities Maintenance. Exterior issues are serviced by University of Virginia or contracted vendor in conjunction with UVA. Several ongoing building items, and their status, are contained below.

LED Retrofitting

Fluorescent fixtures on the dispatch floor at the ECC were retrofitted with dimmable LED lights. The total cost for this project was \$9,550. This follows a previous project to replace the failing fluorescent light fixtures in the ECC conference room.

Access Control and Surveillance System

The previous access control and surveillance system was over ten years old and required replacement. The new system includes upgraded control systems, increased surveillance coverage, and the ability to expand for future needs. This total cost for this project was \$79,000.00 and was included in the approved FY25 budget.

Window Tinting

In an effort to provide enhanced security, and regulate temperatures, window tinting will be added to all second-floor windows. This project is still being quoted.



4.4

Personnel Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: File
From: Josh Powell, Deputy Director-Support Services
Date: May 14, 2025
Subject: ECC Staffing and Recruitment Report

Staffing, Organizational Strength, and Recruitment

The ECC's current overall vacancy rate stands at 14%, down from 20% as of the last report, equivalent to 9.4 Full-Time Equivalents (FTEs). Recruitment efforts are in progress for all vacancies.

	Authorized	Actual		Vacant	% Vacant
		Full-time	Part-time		
Operational	54	45.60		8.40	16%
Public Safety Communications Officers ¹	40	30	3.6		
PSCO I		14	0.1	6.40	16%
PSCO II		6			
PSCO III		10	3.5		
Public Safety Communications Supervisors	8	7		1	13%
Public Safety PI & Accreditation Supervisor	1	1		0	0%
Professional Development Manager*	1	0		1	100%
Academy and Outreach Manager*	1	1		0	0%
Operations Manager*	2	2		0	0%
Deputy Director - Operations*	1	1		0	0%
I.T.	6	6		0	0%
Deputy Director - IT*	1	1		0	0%
ECC Sr. Systems Analyst/DBA*	1	1		0	0%
Sr. / Systems Engineer*	2	2		0	0%
Public Safety Applications Analyst*	1	1		0	0%
Public Safety Communications Technician*	1	1		0	0%
Emergency Management	1	1		0	0%
Regional Emergency Management Liason*	1	1		0	0%
Administration	8	6.00		1	13%
Executive Director*	1	0		1	100%
Deputy Director-Support Services*	1	1		0	0%
HR Manager*	1	1		0	0%
Payroll and Benefits Specialist	1	1		0	0%
Senior FOIA Specialist	1	1		0	0%
Accountant II	1	1		0	0%
Administrative Assistant	1	1		0	0%
Lead Custodian**	1	0		0	0%
Overall	69.00	58.60		9.4	14%

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¹ Authorized count does not include overhire (0/3 positions filled). One part-time PSCO position working variable hours (PRN) is reflected in this report as 0.1 FTE.

*Salaried

**Custodian recruitment paused during trial of contracted services; excluded from vacancy.



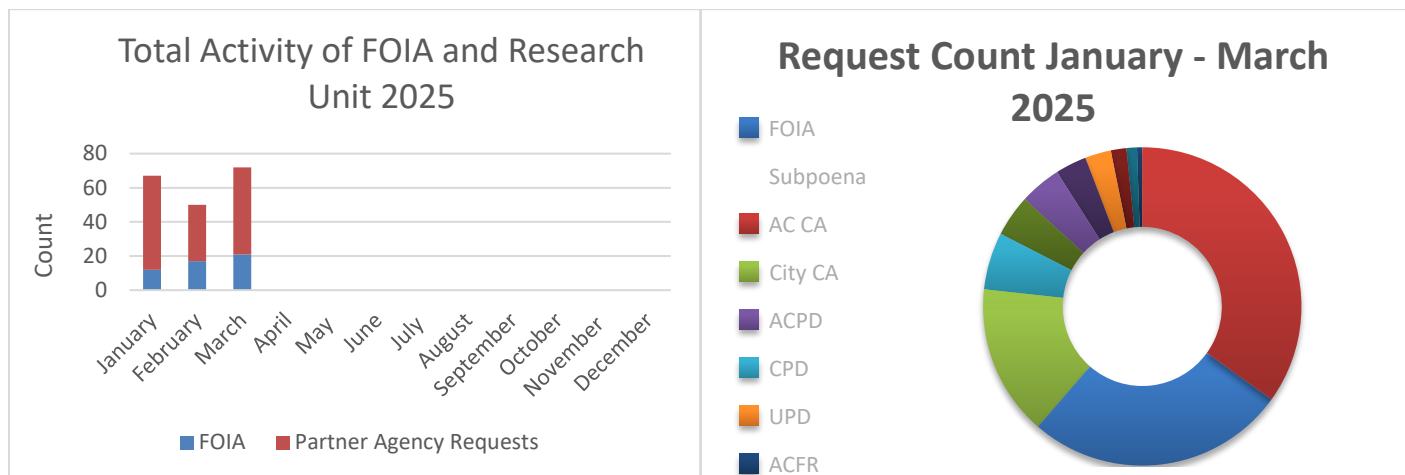
Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Lily Gregg – Interim Executive Director
From: Celeste Baldino – Deputy Director of Operations
Date: May 1st, 2025
Subject: Activity of FOIA and Research Unit Q1 2025

Release of Information and Other Research

For the first quarter (January-March) 2025 the ECC's FOIA and Research Unit handled 139 research requests from our partner agencies, with an average work time spent of 87 minutes per request, as well as 51 Freedom of Information Act requests, with an average work time spent of 54 minutes per request. A standard estimated average administrative time is assigned to each request, which includes time for notarization, copying, and delivery. Research time includes processing email requests; CAD research, download and redaction; audio review, download and redaction; documentation of tasks; development of written communication; and time spent traveling to and appearing in court for subpoenas. 100% of FOIA requests were responded to within the allotted 5 days.



Feedback

The ECC accepts feedback from members of the public, field responders, and ECC employees via a form on our website (cua911.gov/feedback). During Q1 2025, we received twenty submissions from the public: eight were referred to the appropriate partner agency, nine were positive feedback about their interaction with the ECC call-taker, one was an inquiry about our ECC website data sharing on citizen connect, and one was a complaint that is captured below in the complaint analysis. We also received fifteen feedback forms from field responders: eleven were dispatch/protocol questions (eight were found to be correct and explained and three were found to include areas of improvement where corrective actions were taken), three were complaints that are captured in the complaint analysis below, the fifteenth was a mapping question that was resolved.

Complaints

During Q1 2025, the ECC received seven complaints, four of which were from callers/members of the public and three were from partner agencies. In all cases, complaints were researched by supervisory personnel and/or an Operations Manager. Three complaints were deemed to be unfounded and four were deemed founded. If the complaint was founded, appropriate remediation, and/or corrective actions were taken. In all cases follow up with the original complainant was handled if requested.

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4.5

Training Program Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Josh Powell, Deputy Director-Support Services

From: Nicole Lewis, Academy & Outreach Manager

Date: 4/30/2025

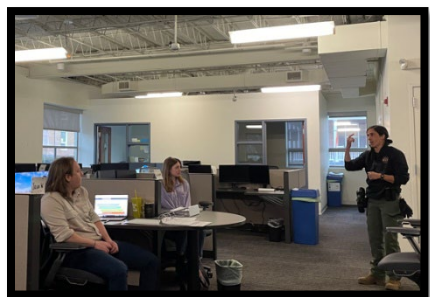
Subject: Academy Update

Spring 2025 Academy Is Underway!



On April 7th, we welcomed 8 new coworkers to CUA911 as part of our Spring 2025 Academy. This session is being conducted with an adaptable approach to meet operational needs, with 5 of the new coworkers set to leave the academy early to begin police radio training.

So far, the class has completed introductory training covering topics like agency policies, geography, fundamentals of call-taking and CAD. They've also earned their CPR certifications and successfully completed their Emergency Telecommunications Certification (ETC) with all 8 students achieving an honors distinction on their certificates.



Officer Polling speaks to the class about ACPD and then provided a K9 demonstration



Academy students work on an interactive geography exercise to help learn the service area.



BC Marc Ellis of speaks to the students to provide an overview of CFD operations

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Continued Classroom Initiatives

Previously introduced initiatives have continued with great success throughout the Spring 2025 Academy. Our daily wellness efforts remained a consistent part of the training experience, providing new team members with valuable tools to prioritize their well-being and manage the unique pressures of the job.

Weekly huddles held at the start of each week, using a PowerPoint presentation to review key information, including the student leader of the week, daily activity overviews, syllabus updates, and an open forum for questions. While the syllabus was always available for reference, these huddles proved to be an important tool for fostering open communication, keeping students informed, and maintaining a clear, organized, and collaborative classroom environment.

The Student Leader of the Week program also continues to thrive, offering students the opportunity to take on additional responsibilities, demonstrate initiative, and actively practice our GOLDEN values. The peer-selection process for choosing each new leader encouraged teamwork, mutual respect, and a shared sense of ownership in the Academy's success. This exercise not only built confidence but also nurtured a supportive, inclusive environment where every student felt valued and empowered.

Save The Date!

We'd be honored if you would save the date for our Spring Academy Completion Celebration, happening Thursday, June 12th, at noon! Location TBD.

"The Learning Ledger"

I'm excited to share that The Learning Ledger, our monthly collaboration between the Academy and Professional Development, has been a great success. Published each month, this newsletter keeps all ECC coworkers informed with updates from the academy and highlights professional development, training, and scholarship opportunities. The positive feedback we've received reflects its value in keeping our team connected, informed, and engaged.

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Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Lily Gregg, Interim Executive Director
From: Celeste Baldino, Deputy Director - Operations
Date: May 1st, 2025
Subject: Professional Learning and Development Update

We are currently in the process of hiring a new Professional Learning and Development Manager for the Emergency Communications Center. Over the past two weeks, we have conducted panel interviews with twelve highly qualified candidates from a strong pool of applicants. We anticipate announcing the selected candidate in the coming weeks. This role is critical as we advance several key initiatives, including enhanced training for our Communications Training Officers, leadership and management development for current and future leaders, and the implementation of performance metrics to ensure our Professional Learning and Development Program continues to support all ECC team members and fosters a culture where they feel valued and empowered.

From October 1st, 2024, through April 30th, 2025, our Communications Training Officers (CTO's) have demonstrated exceptional dedication and effort in supporting the development of our new coworkers. During this period, CTO's have logged an impressive 2,113 hours in Call Taking training, 1,609 hours in Police Dispatch training, and 680 hours in Fire-Rescue Training. These numbers reflect not only the growing demands of our center but also the commitment of our CTOs to uphold high training standards and ensure operational readiness across all disciplines.

Over the past several months, we remain committed to fulfilling essential training requirements that support operational excellence and compliance. Mandatory trainings recently completed by our coworkers include Priority Dispatch Protocol Continuing Dispatch Education (CDEs), Workplace Safety Training, and specialized ADA and FOIA training for our supervisors and management teams. In addition, we continue to promote a culture of continuous learning by sharing professional development opportunities through our monthly newsletter and internal communications. These efforts ensure that all team members have access to relevant resources that support their own professional development.

In addition to our internal training efforts, several of our team members had the valuable opportunity to attend professional development conferences over the past few months. These included the VA APCO/NENA Winter Summit and the Denise Amber Lee Foundation Conference in February, the APCO International Wellness Summit in March, and the International Academy of Emergency Dispatch (IAED) Navigator Conference in April. Participation in these events allowed our coworkers to gain fresh insights, learn best practices from industry leaders, opportunities to network with peers across the industry, and bring back actionable strategies to enhance both individual performance and overall team effectiveness. These experiences directly contribute to our mission of continuous improvement and support the ongoing growth of our professional learning culture.

We look forward to further enhancing our Professional Learning and Development Program following the onboarding of our selected candidate.

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4.6

Emergency Management Liaison Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: ECC Management Board

From: Holden Shepard, Regional Emergency Management Liaison

Date: 02 May 2025

Subject: Regional Emergency Management Update

The regional emergency management program has been actively engaged in the reinstatement of established initiatives and the advancement of interorganizational coordination. Key areas of progress are outlined below:

1. **Local Emergency Planning Committee (LEPC):** The LEPC has been successfully reinstated, ensuring compliance with federal law (EPCRA) for Charlottesville and Albemarle County. Two quarterly meetings have been convened, during which the election of officers and the approval of bylaws were completed.
2. **Community Emergency Response Team (CERT):** Collaborative efforts with the CERT steering committee are underway to re-establish the CERT team. Current steps involve the development of the logistical framework and implementation strategy to provide robust support upon the commencement of training activities.
3. **School Safety Committees:** We are actively collaborating with both City and County school districts to implement automated CAD alerts for predetermined incident categories. This enhancement will facilitate rapid decision-making based on incidents occurring in close proximity to school facilities. Furthermore, discussions are in progress to pilot the Rave Panic Button application, enabling school staff and administrators to provide near-instantaneous notifications and updates to the ECC regarding active shooter, medical, and fire emergencies.
4. **Veoci Implementation and Joint Information Center (JIC):** The continued utilization of Veoci as the primary incident management software system for our regional partners is being enhanced to improve effectiveness during unplanned emergency activations. Enhancements include the development of more dashboards, updating lists, and building out plans in Veoci to enable activation and automatic setup of rooms and related tools. A regional Joint Information Center (JIC) room has also been established within Veoci to enable partner agencies to coordinate their joint messaging more effectively during both planned and unplanned events.
5. **Telecommunicator Preparedness:** A preparedness module has been integrated into the ECC academy curriculum to equip new personnel with essential information for enhancing their individual readiness. Our objective is to foster a greater sense of preparedness among staff, thereby promoting peace of mind during disaster situations and enabling them to focus on their critical roles. Additionally, an emergency preparedness and response guide is under development to provide comprehensive information for

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building personal plans and kits, as well as recommended responses for major regional hazards.

6. **EOP Review and Revision:** The Emergency Operations Plan for regional activations is scheduled for review this year. The revision process will focus on aligning the plan with the ECC's evolving role as a coordinating body for interjurisdictional responses, shifting from direct emergency management activities.

These significant endeavors, alongside supporting initiatives, represent substantial progress in alignment with the ECC Board's strategic plan. The Regional Emergency Management program has been actively engaged in supporting the interests of our partners and community stakeholders through various events, including multiple tropical storm/hurricane events, lockdowns, power outages, weekly public demonstrations, and planned commercial and community events.

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4.7

Commendations, Awards, and Press



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: File

From: Josh Powell, Deputy Director-Support Services

Date: May 6, 2025

Subject: ECC Press and Social Media Update

ECC in the News

Since our last report, local news stories and press releases involving the Charlottesville-UVA-Albemarle County Emergency Communications Center and/or its co-workers include:

- **4/4/25:** "Charlottesville 911 call center experiences overnight service outages" ([29News](#))

Social Media

The ECC continues to maintain and grow its presence on social media, including Facebook, X (formerly Twitter), and LinkedIn. Initiatives include recruitment, community engagement, and public education.



4.8

Previous Meeting Minutes

Emergency Communications Center Management Board

Regular Meeting Minutes – February 12, 2024 – 9:00am

Location: All-Virtual Meeting

Members Present

<u>Chair</u> Ms. Ashley Marshall	<u>Vice Chair</u> Mr. Trevor Henry	<u>Secretary</u> Chief Tim Longo
Chief Michael Thomas	Chief Dan Eggleston	

Members Absent

Chief Michael Kochis	Chief Sean Reeves	Mr. John DeSilva
Dr. Bill Brady		

Members of the Public and Others Present

Ms. Lily Gregg	Mr. Josh Powell	Ms. Celeste Baldino
Ms. Lauren Bohden	Mr. Richard DeLoria	Ms. Tiffany Caldin

(1) Call to Order

Ms. Marshall called the meeting to order at 9:01am. Ms. Marshall advised that the meeting was being held virtually, pursuant to the ECC Management Board's adopted Remote Participation Policy, due to an active emergency declaration resulting from the snow emergency.

(2) Roll Call

Mr. Powell advised that, as of the time of roll call, a quorum of members was not present. Ms. Marshall advised that, to respect Members' time, the meeting would continue, but the Board would be unable to vote on any items unless an additional member joined. Chief Thomas subsequently joined the meeting at 9:31am, at which point the Board had quorum.

(3) Matters from the Public

No public comments were received.

(4) Consent Agenda

With no items removed from the consent agenda for further discussion, **Chief Thomas made motion, seconded by Chief Eggleston, to approve the consent agenda as presented ("Productivity Report," "Finance and Budget Reports," "Technology and Building Reports," "Personnel Reports," "Training Program Reports," "Commendations, Awards, and Press," and "Previous Meeting Minutes"). The motion carried on a voice vote.**

(5) Committee Updates

Ms. Marshall advised that the Executive Committee met twice in December at the charge of the Board to discuss and advance the ECC's Executive Director recruitment.

Ms. Gregg advised that the Budget and Finance Committee met three times in December and January to review and provide recommendations on the ECC's FY2026 budget request.

(6) Directors' Reports

Ms. Gregg provided updates on the ECC's vacancy rate, upcoming recruitment class, Regional Public Safety Software Project, and Regional Public Service Radio Project.

Ms. Baldino provided an update on the status of the ECC's Behavioral Health Liaison Pilot Program.

(7) Executive Director Recruitment Update

Mr. Powell advised that the Executive Director posting was live as of the day prior, and presented an overview of the recruitment timeline, developed in consultation with Baker Tilly, and advised that the target for in-person interviews with the Board would be late April or early May.

(8) ECC FY2026 Budget

Ms. Gregg presented the ECC's FY2026 Budget Request, developed in consultation with, and as recommended by, the Board's Budget and Finance Committee. Members of the Board asked questions and discussed various aspects of the request, including new initiatives for employee wellness and professional development, and pricing changes for sustainment items. Following this discussion, the Board expressed consensus that Ms. Gregg send out the written budget materials and supporting documents to the Board and revisit the budget approval discussion in the Board's May regular meeting. Ms. Marshall asked the Board to email Ms. Gregg and Mr. Powell with any questions additional questions they had in the interim.

(9) Closed Session

Ms. Marshall advised that, as previously disclosed, her spouse works as a technician for L3Harris and as such was prepared to recuse herself from any discussions or votes where it would be proper for her to do so. **At 10:06am, Mr. Henry made motion, seconded by Chief Eggleston, that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board go into a closed meeting as authorized by the Virginia Freedom of Information Act, section 2.2-3711(A) of the Code of Virginia under Subsections 6, 7, 8, and 29, to discuss and consider the project delays and scope and terms of Contract 2017-14 between L3Harris and the ECC (Albemarle County as fiscal agent), a public contract involving the expenditure of public funds, the discussion of which in open session would adversely affect the negotiating strategy of the ECC; and to consult with and receive legal advice from ECC counsel regarding Contract 2017-14. The motion carried unanimously on a roll call vote – Thomas: Aye; Marshall: Aye; Eggleston: Aye; Longo: Aye; Henry Aye.**

(10) Certify Closed Session

At 11:15am, Mr. Henry made motion, seconded by Chief Eggleston, that to the best of his knowledge, only public business matters lawfully exempted from open meeting requirements under this chapter and only such public business matters as were identified in the closed meeting motion were heard, discussed or considered in the closed meeting. The motion carried unanimously on a roll call vote – Thomas: Aye; Marshall: Aye; Eggleston: Aye; Longo: Aye; Henry Aye.

(11) Other Matters Not Listed on the Agenda from the Board

There were no other matters not listed on the agenda from the Board.

(12) Adjourn

With no further business to come before the Board, the meeting was adjourned at 11:16am.

Emergency Communications Center Management Board

Special Meeting Minutes – February 12, 2024 – 9:00am

Location: ECC Conference Room, 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

<u>Chair</u> Ms. Ashley Marshall (and Mr. Sam Sanders, designee)	<u>Vice Chair</u> Mr. Trevor Henry	<u>Secretary</u> Chief Tim Longo
DC Scott Carpenter (Designee for Chief Michael Thomas)	Dr. Bill Brady	AC Steve Knicks (Designee for Chief Michael Kochis)
DC Randy Jamerson (Designee for Chief Sean Reeves)		

Members Absent

Chief Dan Eggleston	Mr. John DeSilva	
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Members of the Public and Others Present

Ms. Lily Gregg	Mr. Josh Powell	Ms. Lauren Bohden
Mr. Richard DeLoria		

(1) Call to Order

Ms. Marshall called the meeting to order at 8:59am. Mr. Powell completed roll call and confirmed a quorum of members was present. Ms. Marshall advised that she was attending virtually, with Mr. Sanders attending in person, so that she could recuse herself from the first of the two closed session agenda items, due to her spouse's employment. Pursuant to the ECC Management Board's adopted Remote Participation Policy, **Mr. Henry made motion, seconded by Chief Longo, to accept Ms. Marshall's remote participation in the meeting. The motion carried unanimously on a voice vote.**

(2) Closed Session

At 9:05am, **Mr. Henry made motion, seconded by Dr. Brady, that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board go into a closed meeting as authorized by the Virginia Freedom of Information Act, section 2.2-3711(A) of the Code of Virginia to discuss two matters:**

- **First, Under Subsections 6, 7, 8, and 29, to discuss and consider the project delays and scope and terms of Contract 2017-14 between L3Harris and the ECC (Albemarle County as fiscal agent), a public contract involving the expenditure of public funds, the discussion of which in open session would adversely affect the negotiating strategy of the ECC; and to consult with and receive legal advice from ECC counsel regarding Contract 2017-14; and**
- **Second, under Subsections 1, 7, and 8, to discuss and consider the employment, discipline, and/or resignation of an employee and to consult with legal counsel employed or retained by the ECC regarding specific legal matters related to such employee requiring the provision of legal advice by such counsel.**

The motion carried unanimously on a voice vote.

(3) Certify Closed Session

At 10:37am, **Mr. Henry** made motion, seconded by **Dr. Brady**, that to the best of his knowledge, only **public business matters lawfully exempted from open meeting requirements under this chapter and only such public business matters as were identified in the closed meeting motion were heard, discussed or considered in the closed meeting. The motion carried unanimously on a roll call vote – Carpenter: Aye; Brady: Aye; Sanders: Aye; Knick: Aye; Jamerson: Aye; Longo: Aye; Henry Aye.**

(11) Adjourn

With no further business to come before the Board, the meeting was adjourned at 10:39am.

DRAFT



4.9

CUA911.gov Internet Privacy Policy



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: ECC Management Board

From: Josh Powell, Deputy Director-Support Services

Date: May 14th, 2025

Subject: CUA911.gov Privacy Policy Decision Brief

Background

ECC counsel has reviewed the attached internet privacy policy and found it to be in compliance with [Code of Virginia § 2.2-3803 sub-section \(B\)](#), which states:

Every public body, as defined in § 2.2-3701, that has an Internet website associated with that public body shall develop an Internet privacy policy and an Internet privacy policy statement that explains the policy to the public. The policy shall be consistent with the requirements of this chapter. The statement shall be made available on the public body's website in a conspicuous manner. The Secretary of Administration or his designee shall provide guidelines for developing the policy and the statement, and each public body shall tailor the policy and the statement to reflect the information practices of the individual public body. At minimum, the policy and the statement shall address (i) what information, including personally identifiable information, will be collected, if any; (ii) whether any information will be automatically collected simply by accessing the website and, if so, what information; (iii) whether the website automatically places a computer file, commonly referred to as a "cookie," on the Internet user's computer and, if so, for what purpose; and (iv) how the collected information is being used or will be used.

This policy stands as written and originally published with the launch of the cua911.gov website, last modified June 1st, 2022.

Fiscal Impact

N/A

Staff Recommendation

ECC counsel has recommended this policy be presented to the ECC Management Board for review and formal adoption.

ECC staff recommend approval.

Board Action

Upon approval of consent agenda item 4.9, this policy will be adopted by the ECC Management Board.



Privacy Policy

We respect your privacy! The information below explains how Charlottesville-UVA-Albemarle Emergency Communications Center ("CUAECC") gathers information on its website and the technology used to ensure your information is private and secure. We reserve the right to amend our privacy policy at any time without prior notice. You are encouraged to review the current privacy policy periodically, as your continued use of the website constitutes acceptance.

What information is collected?

When a visitor accesses our website, the IP address of the visitor's computer is collected, along with the type of browser used, operating system, date and time of the visit, and the pages visited. This does not contain any personally identifiable information about the visitor; no personally identifiable information is collected about visitors who simply browse this site or who download information from it. No other information is collected through our website unless the visitor deliberately chooses to provide it (for example, by filling out and submitting an online form).

Any e-mail or other correspondence sent to any public official and/or employee of CUAECC in the transaction of public business is considered a public record, subject to the Virginia Freedom of Information Act. This means that Virginia law generally requires us to provide a copy of any such e-mail, [upon request](#), to any resident of the Commonwealth or to any member of the news media, unless such record is specifically exempted by the Act.

How is the collected information used?

We analyze website activity to track the number of visits to our site and identify our most popular content. This helps us to maintain and improve our online presence and services provided. We cannot and do not associate analytic information with any individual person, distribute this information, or use it in any manner other than for purposes of content improvement, website maintenance, and security investigations in the event of an attempted breach.

Do you use cookies?

A cookie is a small piece of text data stored in the visitor's web browser containing information about the visitor and/or the session. Our website does not place cookies on public users' devices.

Protection of Information

CUAECC does not sell, rent or otherwise distribute visitor information, including email addresses, to any outside company or organization. We do not reveal personally identifiable data to unaffiliated third parties for their independent use, except if required to do so by the Virginia Freedom of Information Act or other law. We maintain security standards and procedures regarding unauthorized access to customer information to prevent unauthorized removal or alteration of data.

External and/or Embedded Content

Pages and posts on this site may link to content managed by third parties and/or include embedded content (e.g. videos, images, articles, etc.) from third parties. We are not responsible for the privacy practices of these third-party sites, and we encourage you to review their respective privacy statements to learn about their privacy practices.

Governing Law

Virginia statutes, including, but not limited to, the Virginia Privacy Protection Act of 1976 and the Virginia Freedom of Information Act, govern our maintenance of public records and access to personally identifiable information in public records. Other sections of the Virginia Code, as well as certain federal statutes address confidentiality issues.

Visitor Comments

If you have questions or comments about this privacy statement, our practices, or the use of this website, please contact us, [here](#).